

## Goal: PUBLIC SAFETY

### Desired Community Condition(s)

Residents feel safe in their neighborhoods, schools, and the community.

### Program Strategy: FIRE DEPT/TECH SERVICES

27541

Provide the technical infrastructure support for computer-aided dispatch, radio communications, computer support, GIS and mapping, and E-911.

Department: FIRE

#### Service Activities

Technical Services

Networking, computer installation and maintenance

Records Management System

#### Strategy Purpose and Description

The Technical Services Program supports front-line emergency forces, plans and implements processes regarding the infrastructure for Computer-Aided Dispatch, 800 MHz Radio Communications, PC computer support, geographical information systems (GIS), mapping for AFD and APD, E-911 Vesta and the Emergency Operations Center.

The purpose of this program is to communicate current information to emergency services personnel, and maintain technological equipment.

The public, response personnel, dispatchers for AFD and APD; and staff in the Emergency Operations Center (EOC) are the primary customers of the Technical Services Program.

#### Changes and Key Initiatives

The purchase of the software upgrade for the existing Public Safety Computer Aided Dispatch (CAD) system is in the procurement stages. This will enhance the compatibility with current Fire Department Dispatch and Data Needs. The Fire Records Management System (FRMS) incorporated with the CAD software upgrade is providing the data the department needs for planning based on NFPA 1710 Standards. AFD, along with APD, are involved in the research for E-911. This project is currently in the first phase. This project will allow for cell phone coordinate location display on electronic mapping, AVL system for the department, integration of geographic geofile manager (GGM) with GIS information. Implement digital maps for field.

#### Priority Objectives

##### Input Measure (\$000's)

2001	110	110 GENERAL FUND	288
2002	110	110 GENERAL FUND	288
2003	110	110 GENERAL FUND	379
2004	110	110 GENERAL FUND	451
2005	110	110 GENERAL FUND	369

Strategy Outcome	Measure	Year	Project	Mid Year	Actual	Notes
Meet date requirements 90% of the time.	Meet date requirements 90% of the time.	2001				Working on procurement of Data Management System that is a FY/01 Council objective. The funding for the system will come from the 2001 CIP GO Bond program

		2002	NA	NA	<i>Working on procurement of Data Management System that is a FY/01 Council objective. The funding for the system will come from the 2001 CIP GO Bond program</i>
		2003	NA	NA	
	<i>Meet data requirements.</i>	2004	NA		
<b>Meet data requirements.</b>	<i>Providing Records Management System (RMS) data to National Fire Incident Reporting System (NFIRS), State Fire Marshal and City Council.</i>	2005	100%		

**Goal:** PUBLIC SAFETY  
**Parent Program Strategy:** FIRE DEPT/TECH SERVICES  
**Department:** FIRE

**Service Activity:** Technical Services

2741000

***Service Activity Purpose and Description***

The Technical Services section supports front-line emergency forces, plans and implements processes regarding the infrastructure for Computer-Aided Dispatch, 800 MHz Radio Communications, GIS, mapping for AFD and APD, E-911 Vesta and the Emergency Operations Center.

***Changes and Key Initiatives***

Changes:

Front line emergency response support continues through the provision of updated map and CAD information. Have implemented digital maps for field.

Key Initiatives:

The purchase of a new Public Safety Computer Aided Dispatch (CAD) system is being evaluated to assure the compatibility with current Fire Department Dispatch and Data Needs.

The Records Management System incorporated with the present CAD will provide the data the department needs for planning based on NFPA 1710 Standards. The upgrade of the AFD CAD will allow us to integrate an Automatic Vehicle Locator (AVL) system for the department

We are continuing to research systems for E-911 that will allow dispatchers to identify the location of cell phone callers through the location display on electronic mapping. The full implementation of this program is contingent on work done at the State level.

***Input Measure (\$000's)***

2002	110	110 GENERAL FUND	288
2003	110	110 GENERAL FUND	379
2004	110	110 GENERAL FUND	451
2005	110	110 GENERAL FUND	162

***Strategic Accomplishments***

Digital maps for field response units were completed and are in use by field units.

We continue to integrate the geographic geofile manager (GGM) with geographic information system (GIS) to maintain current mapping information to meet ongoing City development.

<b><i>Output Measures</i></b>	<b><i>Year</i></b>	<b><i>Projected</i></b>	<b><i>Mid-Year</i></b>	<b><i>Actual</i></b>	<b><i>Notes</i></b>
Number of requests for tapes and/ or CAD printouts.	2001			58	
	2002			913	
Number of requests for tapes and/ or CAD printouts.	2003	959		959	
	2004	1,007			
Number of requests for tapes and/or CAD printouts.	2005	1,007			
<b><i>Output Measures</i></b>	<b><i>Year</i></b>	<b><i>Projected</i></b>	<b><i>Mid-Year</i></b>	<b><i>Actual</i></b>	<b><i>Notes</i></b>
Number of requests for CAD, radio, MDC, computer and E-911 requests for service.	2001			7,761	

Number of requests for CAD, radio, MDC, computer and E-911 requests for service.	2002		9,701
Number of requests for CAD, Radio, MDC, Computer and E-911 Vesta for service.	2003	10,671	10,671
	2004	11,839	
Number of requests for Computer Aided Dispatch (CAD), Radio, MDC, Mobile Data Terminal (MDT) and E-911 Vesta for service.	2005	11,839	

<b>Output Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
Number of units preventative maintenance completed on CAD, radio, MDC, computer and E-911.	2001			250	
	2002			160	
Number of units preventative maintenance completed on CAD, radio, MDC, computer and E-911.					
Number of preventative maintenance measures completed on CAD, radio, MDC, computer and E-911.	2003	160		160	
	2004	160			<i>The Preventative Maintenance measures do not increase due to newer equipment.</i>
Number of preventative maintenance measures completed on Computer Aided Dispatch (CAD), radio, MDC, Mobile Data Terminal (MDT) and Enhanced 911.	2005	160			

<b>Quality Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
% of time Public Safety Answering Point ( PSAP) maintenance support	2001			90%	
% of time Public Safety Answering Point ( PSAP) maintenance support	2002			95%	

<b>Quality Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
% operational For 800 MHz Radio CAD, PSAP maintenance support.	2001			100%	
% operational For 800 MHz Radio CAD, PSAP maintenance support.	2002			99%	
Percent of readiness regarding 800 MHz Radio CAD, PSAP maintenance support.	2003	90%		90%	
	2004	90%		90%	
Percent of reliability regarding 800 MHz Radio Computer Aided Dispatch (CAD), Public Safety Answering Point (PSAP) maintenance support.	2005	90%			



**Goal:** PUBLIC SAFETY  
**Parent Program Strategy:** FIRE DEPT/TECH SERVICES  
**Department:** FIRE

**Service Activity:** Networking, computer installation and maintenance 2744000

**Service Activity Purpose and Description**

This program provides personal computer (PC) support and maintenance, networking needs, and technical support for all Albuquerque Fire Department (AFD) technical issues (both hardware and software).

**Changes and Key Initiatives**

This is a new service activity for 2005.

**Input Measure (\$000's)**

2005 110 110 GENERAL FUND 162

**Strategic Accomplishments**

This is a new service activity for 2005.

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
The percent of time 24 hour-a-day AFD technical support is available.	2004	90%	88%	88%	Moved from SA 2741000, 2001 actual 90%, 2002 actual 95%, 2003 actual 88%
	2005	100%			

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
Percent of time service request for non-mission critical PC support remedied within 24 hours.	2004	90%	90%	90%	Moved from SA 2741000, 2001 actual 95%, 2002 actual 90%, 2003 actual 90%
Percent of time that service requests for non-mission critical PC support were remedied within 24 hours. Technical support is available 18 hours a day, 7 days a week.	2005	90%			

**Goal:** PUBLIC SAFETY  
**Parent Program Strategy:** FIRE DEPT/TECH SERVICES  
**Department:** FIRE

**Service Activity:** Records Management System

2745000

***Service Activity Purpose and Description***

The Records Management System provides dispatch and response information for all Albuquerque Fire Department (AFD) emergency events. The information is provided to Federal, State, and local agencies and is also used for strategic planning.

***Changes and Key Initiatives***

***Input Measure (\$000's)***

2005 110 110 GENERAL FUND 45

***Strategic Accomplishments***

This is a new service activity for 2005.

<b><i>Output Measures</i></b>	<b><i>Year</i></b>	<b><i>Projected</i></b>	<b><i>Mid-Year</i></b>	<b><i>Actual</i></b>	<b><i>Notes</i></b>
We are providing all data to National Fire Incident Reporting System (NFIRS) and the State Fire Marshal as required by Federal and State mandate.	2005	100%			

<b><i>Quality Measures</i></b>	<b><i>Year</i></b>	<b><i>Projected</i></b>	<b><i>Mid-Year</i></b>	<b><i>Actual</i></b>	<b><i>Notes</i></b>
We review 100% of run reports to assure that they are accurate and complete. We currently are receiving 92% compliance from field units. Out of 68,000 reports, 62,560 were accepted as submitted. With continued training reports are being submitted more accurately.	2005	95%			